

# PUBLIC AWARENESS PROGRAM EFFECTIVE INSPECTION SPECIFIC INFORMATION

## Control Information

INSPECTION START DATE: 9/25/2013

INSPECTION END DATE: 9/25/2013

OPERATOR ID: 19070

OPERATOR NAME: TAMMS MUNICIPAL GAS SYSTEM, VILLAGE OF

STATE/OTHER ID: Illinois

ACTIVITY RECORD ID NUMBER

COMPANY OFFICIAL: Sam Davis

COMPANY OFFICIAL STREET: 425 Front Street

COMPANY OFFICIAL CITY: Tamms

COMPANY OFFICIAL STATE: IL

COMPANY OFFICIAL ZIP: 62988

COMPANY\_OFFICIAL\_TITLE: Superintendent

PHONE NUMBER: (618) 747-2353

FAX NUMBER: (618) 747-9267

EMAIL ADDRESS: shdavis1976@yahoo.com

WEB SITE:

TOTAL MILEAGE: 32

TOTAL MILEAGE IN HCA:

NUMBER OF SERVICES (DISTR): 390

ALTERNATE MAOP (80% RULE):

NUMBER OF SPECIAL PERMITS:

INITIAL DATE OF PAP: 7/31/2007

TITLE OF CURRENT PAP: Village of Tamms Public Awareness Plan

CURRENT PAP VERSION: 4th revision

CURRENT PAP DATE: 8/30/2012

DATE SUBMITTED FOR APPROVAL:

DIRECTOR APPROVAL:

APPROVAL DATE:

OPERATORS COVERED UNDER PROGRAM: 

OPERATOR ID	NAME
19070	TAMMS MUNICIPAL GAS SYSTEM, VILLAGE OF

UNITS COVERED UNDER PROGRAM:

PERSON INTERVIEWED	TITLE/ORGANIZATION	PHONE NUMBER	EMAIL ADDRESS
Sam Davis	Superintendent	(618) 747-2353	shdavis1976@yahoo.com

ENTITY NAME	PART OF PLAN AND/OR EVALUATION	PHONE NUMBER	EMAIL ADDRESS
USDI	Implementation		
USDI	Plan development		
Paradigm	Mailings		
Paradigm	Message content development		

INSPECTOR REPRESENTATIVE(S)	PHMSA/STATE	REGION/STATE	EMAIL ADDRESS	LEAD
Kevin Hecker	State	IL	khecker@icc.illinois.gov	<input checked="" type="checkbox"/>

## Mileage Covered by Public Awareness Program (by Company and State)

Based on the most recently submitted annual report, list each company and subsidiary separately, broken down by state (using 2-letter designation). Also list any new lines in operation that are not included on the most recent annual report. If a company has intrastate and/or interstate mileage in several states, use one row per state. If there both gas and liquid lines, use the appropriate table for intrastate and/or interstate.

### Jurisdictional to Part 192 (Gas) Mileage (Intrastate)

COMPANY NAME	OPERATOR ID	PRODUCT TYPE	STATE	GATHERING	TRANSMISSION	DISTRIBUTION*	REMARKS (new?)
				INTRASTATE	INTRASTATE	INTRASTATE	
TAMMS MUNICIPAL GAS SYSTEM, VILLAGE OF	19070	Natural Gas	IL	0	0	32	

### Jurisdictional to Part 195 (Hazardous Liquid) Mileage (Intrastate)

NAME	OPERATOR ID	PRODUCT TYPE	STATE	TRANSMISSION	REMARKS
				INTRASTATE	
				0	

1. Supply company name and Operator ID, if not the master operator from the first page (i.e., for subsidiary companies).
2. Use OPS-assigned Operator ID. Where not applicable, leave blank or enter N/A
3. Use only 2-letter state codes in column #3, e.g., TX for Texas.
4. Enter number of applicable miles in all other columns. (Only positive values. No need to enter 0 or n/a.)
5. \*Please do not include Service Line footage. This should only be MAINS.

Please provide a comment or explanation for inspection results for each question.

## 1. Administration and Development of Public Awareness Program

### 1.01 Written Public Education Program

Does the operator have a written continuing public education program or public awareness program (PAP) in accordance with the general program recommendations in the American Petroleum Institute's (API) Recommended Practice (RP) 1162 (incorporated by reference), by the required date, except for master meter or petroleum gas system

operators?

- ☒ Verify the operator has a written public awareness program (PAP).
- ☒ Review any Clearinghouse deficiencies and verify the operator addressed previous Clearinghouse deficiencies, if any, addressed in the operator's PAP.
- ☒ Identify the location where the operator's PAP is administered and which company personnel is designated to administer and manage the written program.
- ☒ Verify the date the public awareness program was initially developed and published.

CODE REFERENCE: § 192.616 (h); § 195.440 (h)

- ☒ S - Satisfactory (explain)  
☐ U - Unsatisfactory (explain)  
☐ N/A - Not Applicable (explain)  
☐ N/C - Not Checked (explain)

COMMENTS:

The PAP for Tamms was created by USDI in June 2006.

### 1.02 Management Support

Does the operator's program include a statement of management support (i.e., is there evidence of a commitment of participation, resources, and allocation of funding)?

- ☒ Verify the PAP includes a written statement of management support.
- ☒ Determine how management participates in the PAP.
- ☒ Verify that an individual is named and identified to administer the program with roles and responsibilities.
- ☒ Verify resources provided to implement public awareness are in the PAP. Determine how many employees involved with the PAP and what their roles are.
- ☒ Determine if the operator uses external support resources for any implementation or evaluation efforts.

CODE REFERENCE: § 192.616 (a); § 195.440 (a), API RP 1162 Section 2.5 and 7.1

- ☒ S - Satisfactory (explain)  
☐ U - Unsatisfactory (explain)  
☐ N/A - Not Applicable (explain)  
☐ N/C - Not Checked (explain)

COMMENTS:

Section 4A, Page 3, of Tamms' O&M states that the program shall be fully funded and has the full support of the Mayor/program administrator.

### 1.03 Unique Attributes and Characteristics

Does the operator's program clearly define the specific pipeline assets or systems covered in the program and assess the unique attributes and characteristics of the pipeline and facilities?

- ☒ Verify the PAP includes all of the operator's system types/assets covered by PAP (gas, liquid, HVL, storage fields, gathering lines etc).
- ☒ Identify where in the PAP the unique attributes and characteristics of the pipeline and facilities are included (i.e. gas, liquids, compressor stations, valves, breakout tanks, odorizers).

CODE REFERENCE: § 192.616 (b); § 195.440 (b), API RP 1162 Section 2.7 and Section 4

- ☒ S - Satisfactory (explain)  
☐ U - Unsatisfactory (explain)  
☐ N/A - Not Applicable (explain)  
☐ N/C - Not Checked (explain)

COMMENTS:

Section 4A, Page 3, states that the PAP encompasses the entire distribution system as well as the transmission line. It also states that any newly acquired or constructed facilities will be covered under the plan upon completion of installation.

**1.04 Stakeholder Audience Identification**

Does the operator's program establish methods to identify the individual stakeholders in the four affected stakeholder audience groups: (1) affected public, (2) emergency officials, (3) local public officials, and (4) excavators, as well as affected municipalities, school districts, businesses, and residents?

- ☒ Identify how the operator determines stakeholder notification areas and distance on either side of the pipeline.
- ☒ Determine the process and/or data source used to identify each stakeholder audience.
- ☒ Select a location along the operator's system and verify the operator has a documented list of stakeholders consistent with the requirements and references noted above.

☐ Affected public

☐ Emergency officials

☐ Public officials

☐ Excavators

CODE REFERENCE: § 192.616 (d), (e), (f); § 195.440 (d), (e), (f), API RP 1162 Section 2.2 and Section 3

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not Applicable (explain)
  - ☐ N/C - Not Checked (explain)

**COMMENTS:**

The Stakeholder Audience is identified in Section 4E, Page 6, Audience, as:

Customers  
Affected Public  
Emergency Officials  
Public Officials  
Excavators/Contractors/Land Developers/Farmers  
Public Schools

**1.05 Message Frequency and Message Delivery**

Does the operator's program define the combination of messages, delivery methods, and delivery frequencies to comprehensively reach all affected stakeholder audiences in all areas in which the operator transports gas, hazardous liquid, or carbon dioxide?

- ☒ Identify where in the operator's PAP the combination of messages, delivery methods, and delivery frequencies are included for the following stakeholders: (1) affected public (2) emergency officials (3) local public officials, and (4) excavators.

☐ Affected public

☐ Emergency officials

☐ Public officials

☐ Excavators

CODE REFERENCE: § 192.616 (f); § 195.440 (f), API RP 1162 Sections 3-5

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not Applicable (explain)
  - ☐ N/C - Not Checked (explain)

**COMMENTS:**

Section 4F, Page 6, Message Type, Frequency and Delivery Methods details the required frequency that mailings should be sent:

Customers - twice annually  
Affected Public - once annually  
Emergency, Public and School Officials - once annually  
Excavators - once annually

**1.06 Written Evaluation Plan**

Does the operator's program include a written evaluation process that specifies how the operator will periodically evaluate program implementation and effectiveness? If not, did the operator provide justification in its program or procedural manual?

- ☒ Verify the operator has a written evaluation plan that specifies how the operator will conduct and evaluate self-assessments (annual audits) and effectiveness evaluations.
- ☒ Verify the operator's evaluation process specifies the correct frequency for annual audits (1 year) and effectiveness evaluations (no more than 4 years apart).
- ☒ Identify how the operator determined a statistical sample size and margin-of-error for stakeholder audiences surveys and feedback.

CODE REFERENCE: § 192.616 (c),(i); § 195.440 (c),(i)

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not Applicable (explain)
  - ☐ N/C - Not Checked (explain)

**COMMENTS:**

Section 4G, Page 8, Program Effectiveness outlines what should be considered during annual audits, as well as program effectiveness.

**2. Program Implementation****2.01 English and other Languages**

Did the operator develop and deliver materials and messages in English and in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas?

- ☒ Determine if the operator delivers material in languages other than English and if so, what languages.
- ☒ Identify the process the operator used to determine the need for additional languages for each stakeholder audience.
- ☒ Identify the source of information the operator used to determine the need for additional languages and the date the information was collected.

CODE REFERENCE: § 192.616 (g); § 195.440 (g), API RP 1162 Section 2.3.1

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not applicable (explain)
  - ☐ N/C - Not Checked (explain)

**COMMENTS:**

The operator utilizes Paradigm for their PAP. The message is sent in English and Spanish. According to Section 4D, Page 5, Program Materials, the program administrator will review statistics available from the US Census Bureau every 5 years to determine if languages other than English and Spanish should be included in the Public Awareness message.

## 2.02 Message Type and Content

Did the messages the operator delivered specifically include provisions to educate the public, emergency officials, local public officials, and excavators on the:

- ☒ Use of a one-call notification system prior to excavation and other damage prevention activities;
  - ☒ Possible hazards associated with unintended releases from a gas, hazardous liquid, or carbon dioxide pipeline facility;
  - ☒ Physical indications of a possible release;
  - ☒ Steps to be taken for public safety in the event of a gas, hazardous liquid, or carbon dioxide pipeline release; and
  - ☒ Procedures to report such an event (to the operator)?
- 
- ☒ Verify all required information was delivered to each of the primary stakeholder audiences.
  - ☒ Verify the phone number listed on message content is functional and clearly identifies the operator to the caller.

- ☐ Affected public  
☐ Emergency officials  
☐ Public officials  
☐ Excavators

CODE REFERENCE: § 192.616 (d), (f); § 195.440 (d), (f)

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not applicable (explain)
  - ☐ N/C - Not Checked (explain)

### COMMENTS:

Paradigm's materials include details on how to contact Julie before digging, identifying potential leaks, and what to do in the event of a leak.

## 2.03 Messages on Pipeline Facility Locations

Did the operator develop and deliver messages to advise affected municipalities, school districts, businesses, and residents of pipeline facility location?

- ☒ Verify that the operator developed and delivered messages advising municipalities, school districts, businesses, residents of pipeline facility locations.

CODE REFERENCE: § 192.616 (e)(f); § 195.440 (e)(f)

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not applicable (explain)
  - ☐ N/C - Not Checked (explain)

### COMMENTS:

The operator's message included details on how to recognize a natural gas pipeline and what information pipeline markers do/do not include.

**2.04 Baseline Message Delivery Frequency**

Did the operator's delivery for materials and messages meet or exceed the baseline frequencies specified in API RP 1162, Table 2-1 through Table 2.3? If not, did the operator provide justification in its program or procedural manual?

- Identify message delivery (using the operator's last five years of records) for the following stakeholder audiences:

- ☐ Affected public  
☐ Emergency officials  
☐ Public officials  
☐ Excavators

CODE REFERENCE: § 192.616 (c); § 195.440 (c)

- ☒ S - Satisfactory (explain)  
☐ U - Unsatisfactory (explain)  
☐ N/A - Not applicable (explain)  
☐ N/C - Not Checked (explain)

**COMMENTS:**

Tamms exceeds the baseline frequency by sending their Public Awareness message to all stakeholders twice a year.

**2.05 Considerations for Supplemental Program Enhancements**

Did the operator consider, along all of its pipeline systems, relevant factors to determine the need for supplemental program enhancements as described in API RP 1162 for each stakeholder audience?

- ☐ Affected public  
☐ Emergency officials  
☐ Public officials  
☐ Excavators

Determine if the operator has considered and/or included other relevant factors for supplemental enhancements.

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 6.2

- ☒ S - Satisfactory (explain)  
☐ U - Unsatisfactory (explain)  
☐ N/A - Not applicable (explain)  
☐ N/C - Not Checked (explain)

**COMMENTS:**

The public awareness message is available at the Village Hall when people come in to pay their bills. Tamms also mails out supplemental letters to contractors annually in addition to the bulk mailing by Paradigm.

## 2.06 Maintaining Liaison with Emergency Response Officials

Did the operator establish and maintain liaison with appropriate fire, police, and other public officials to: learn the responsibility and resources of each government organization that may respond, acquaint the officials with the operator's ability in responding to a pipeline emergency, identify the types of pipeline emergencies of which the operator notifies the officials, and plan how the operator and other officials can engage in mutual assistance to minimize hazards to life or property?

- ☒ Examine the documentation to determine how the operator maintains a relationship with appropriate emergency officials.
- ☒ Verify the operator has made its emergency response plan available, as appropriate and necessary, to emergency response officials.
- ☒ Identify the operator's expectations for emergency responders and identify whether the expectations are the same for all locations or does it vary depending on locations.
- ☒ Identify how the operator determined the affected emergency response organizations have adequate and proper resources to respond.
- ☒ Identify how the operator ensures that information was communicated to emergency responders that did not attend training/information sessions by the operator.

CODE REFERENCE: § 192.616 (c), § 195.440 (c), API RP 1162 Section 4.4

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not applicable (explain)
- ☐ N/C - Not Checked (explain)

### COMMENTS:

The operator was able to provide documentation of the liaison meetings as well as what was discussed during those meetings.

## 3. Program Evaluation & Continuous Improvement (Annual Implementation Audits)

### 3.01 Measuring Program Implementation

Has the operator performed an audit or review of its program implementation annually since it was developed? If not, did the operator provide justification in its program or procedural manual?

- ☒ Verify the operator performed an annual audit or review of the PAP for each implementation year.

CODE REFERENCE: § 192.616 (c), (i); § 195.440 (c), (i), API RP 1162 Section 8.3

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not applicable (explain)
- ☐ N/C - Not Checked (explain)

### COMMENTS:

The operator maintains a record of when annual audits are conducted. Also utilized is the Public Awareness/Annual Review form in Section 4 of the O&M.



### 3.02 Acceptable Methods for Program Implementation Audits

Did the operator use one or more of the three acceptable methods (i.e., internal assessment, 3rd-party contractor review, or regulatory inspections) to complete the annual audit or review of its program implementation? If not, did the operator provide valid justification for not using one of these methods?

- Determine how the operator conducts annual audits/reviews of its PAP.

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.3

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not applicable (explain)
- ☐ N/C - Not Checked (explain)

#### COMMENTS:

The operator utilizes internal audits of the data provided by Paradigm based upon the response cards mailed with the PAP message.

### 3.03 Program Changes and Improvements

Did the operator make changes to improve the program and/or the implementation process based on the results and findings of the annual audit? If not, did the operator provide justification in its program or procedural manual?

- Determine if the operator assessed the results of its annual PAP audit/review then developed and implemented changes in its program, as a result.

- If not, determine if the operator documented the results of its assessment and provided justification as to why no changes were needed.

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.3

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not applicable (explain)
- ☐ N/C - Not Checked (explain)

#### COMMENTS:

The operator determined that no improvements are necessary at this time by considering dig-ins, third party damages, etc. The number of JULIE tickets is up, but no damages to the pipeline have occurred. The operator will continue to evaluate this data to identify areas of improvement.

## 4. Program Evaluation & Continuous Improvement (Effectiveness Evaluations)

### 4.01 Evaluating Program Effectiveness

Did the operator perform an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation) to assess its program effectiveness in all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

- Verify the operator conducted an effectiveness evaluation of its program (or no more than 4 years following the effective date of program implementation).

- Document when the effectiveness evaluation was completed.

- Determine what method was used to perform the effectiveness evaluation (in-house, by 3rd party contractor, participation in and use the results of an industry group or trade association).

- Identify how the operator determined the sample sizes for audiences in performing its effectiveness evaluation.

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP1162 Section 8.4

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not Applicable (explain)
- ☐ N/C - Not Checked (explain)

**COMMENTS:**

The operator has conducted an effectiveness evaluation for 2012.

**4.02 Measure Program Outreach**

In evaluating effectiveness, did the operator track actual program outreach for each stakeholder audience within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

- Examine the process the operator used to track the number of individuals or entities reached within each intended stakeholder audience group.
- Determine the outreach method the operator used to perform the effectiveness evaluation (e.g., questionnaires, telephone surveys, etc).
- Determine how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.

[ ] Affected public

[ ] Emergency officials

[ ] Public officials

[ ] Excavators

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.4.1

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not Applicable (explain)
- ☐ N/C - Not Checked (explain)

**COMMENTS:**

The operator reviews the data returned by Paradigm to determine program outreach. Questionnaires are mailed along with each stakeholder message and Paradigm tracks the responses to those questionnaires.

**4.03 Measure Percentage Stakeholders Reached**

Did the operator determine the percentage of the individual or entities actually reached within the target audience within all areas along all systems covered by its program? If not, did the operator provide justification in its program or procedural manual?

- Document how the operator determined the statistical sample size and margin-of-error for each of the four intended stakeholder audiences.
- Document how the operator estimated the percentage of individuals or entities actually reached within each intended stakeholder audience group.

- [ ] Affected public
- [ ] Emergency officials
- [ ] Public officials
- [ ] Excavators

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.4.1

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not Applicable (explain)
- ☐ N/C - Not Checked (explain)

**COMMENTS:**

100% of the stakeholders are reached based upon several datasources used by Paradigm.

**4.04 Measure Understandability of Message Content**

In evaluating effectiveness, did the operator assess the percentage of the intended stakeholder audiences that understood and retained the key information in the messages received, within all areas along all assets and systems covered by its program? If not, did the operator provide justification in its program or procedural manual? (Reference: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.4.2)

- Examine the operator's evaluation results and data to assess the percentage of the intended stakeholder audience that understood and retained the key information in each PAP message.
- Verify the operator assessed the percentage of the intended stakeholder audience that (1) understood and (2) retained the key information in each PAP message.
- Determine if the operator pre-tests materials.

- [ ] Affected public
- [ ] Emergency officials
- [ ] Public officials
- [ ] Excavators

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.4.2

- ☒ S - Satisfactory (explain)
- ☐ U - Unsatisfactory (explain)
- ☐ N/A - Not Applicable (explain)
- ☐ N/C - Not Checked (explain)

**COMMENTS:**

The operator relies upon the response data from Paradigm to determine the understandability of the message. The operator also tracks third party damages carefully to make sure the message is reaching the appropriate parties and at the correct frequency.

**4.05 Measure Desired Stakeholder Behavior**

In evaluating its public awareness program effectiveness, did the operator attempt to determine whether appropriate preventive behaviors have been understood and are taking place when needed, and whether appropriate response and mitigative behaviors would occur and/or have occurred? If not, did the operator provide justification in its program or procedural manual?

- ☒ Examine the operator's evaluation results and data to determine if the stakeholders have demonstrated the intended learned behaviors.
- ☒ Verify the operator determined whether appropriate prevention behaviors have been understood by the stakeholder audiences and if those behaviors are taking place or will take place when needed.

☐ Affected public

☐ Emergency officials

☐ Public officials

☐ Excavators

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.4.3

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not Applicable (explain)
  - ☐ N/C - Not Checked (explain)

**COMMENTS:**

The operator relies upon the response data from Paradigm to measure the desired stakeholder behavior.

**4.06 Measure Bottom-Line Results**

In evaluating its public awareness program effectiveness, did the operator attempt to measure bottom-line results of its program by tracking third-party incidents and consequences including: (1) near misses, (2) excavation damages resulting in pipeline failures, (3) excavation damages that do not result in pipeline failures? Did the operator consider other bottom-line measures, such as the affected public's perception of the safety of the operator's pipelines? If not, did the operator provide justification in its program or procedural manual?

- ☒ Examine the operator's process for measuring bottom-line results of its program.
- ☒ Verify the operator measured bottom-line results by tracking third-party incidents and consequences.
- ☒ Determine if the operator considered and attempted to measure other bottom-line measures, such as the affected public's perception of the safety of the operator's pipelines. If not, determine if the operator has provided justification in its program or procedural manual for not doing so.

CODE REFERENCE: § 192.616 (c); § 195.440 (c), API RP 1162 Section 8.4.4

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not Applicable (explain)
  - ☐ N/C - Not Checked (explain)

**COMMENTS:**

The operator relies upon the response data from Paradigm to measure bottom-line results.

#### 4.07 Program Changes

Did the operator identify and document needed changes and/or modifications to its public awareness program(s) based on the results and findings of its program effectiveness evaluation? If not, did the operator provide justification in its program or procedural manual?

- Examine the operator's program effectiveness evaluation findings.
- Identify if the operator has a plan or procedure that outlines what changes were made.
- Verify the operator identified and/or implemented improvements based on assessments and findings.

CODE REFERENCE: § 192.616 (c), § 195.440 (c), API RP 1162 Section 2.7 Step 12 and 8.5

- ☒ S - Satisfactory (explain)
  - ☐ U - Unsatisfactory (explain)
  - ☐ N/A - Not Applicable (explain)
  - ☐ N/C - Not Checked (explain)

#### COMMENTS:

The operator determined that no changes to the program were necessary.

### 5. Inspection

#### SUMMARY:

The operator was able to provide all records requested pertaining to the Public Awareness Plan.

#### FINDINGS:

It was determined the Public Awareness Plan for the Village of Tamms is in compliance with 192.616 at the time of the audit. It was recommended to the operator that records of ALL mailings; especially the mailings that go above the requirements of 192.616. This was mentioned because the operator utilizes Paradigm for their mailings but also mails an additional letter to all area contractors to reinforce the importance of locating prior to breaking ground for any reason. While the operator was able to provide a copy of this letter, the specific date mailed and number of recipients was not recorded.